



POSITION TITLE:	SOCIAL SERVICE WORKER
LOCATION:	COLLINGWOOD (SOUTH GEORGIAN BAY - SGB)
REPORTS TO:	MANAGEMENT
JOB TYPE:	PART-TIME, FULL TIME, FIXED-TERM CONTRACT, CASUAL
CLOSING DATE:	WHEN FILLED

The Busby Centre is a community not-for-profit organization working from a non-judgmental approach to advocate for, and improve conditions, for individuals and families within the County of Simcoe, and South Georgian Bay, who are experiencing homelessness or at imminent risk.

### THE POSITION

The Busby Centre is seeking FULL-TIME, PART-TIME, TEMPORARY, CASUAL shelter staff to join our team. This position will support people who have experiences of chronic homelessness and who may be experiencing challenges with their mental health and addiction. Staff will support individuals to meet their daily basic needs and keep people safe while being housing focused. Staff will conduct themselves in a professional manner when dealing with members of the community, volunteers, community partners, emergency services and staff of the Busby Centre.

### RESPONSIBILITIES & DUTIES

- Assist individuals to meet their daily basic needs and keep people safe
- Connect with and support the individuals accessing the shelter.
- Support health and housing focused efforts
- Administrative duties, answer incoming phone calls and emails.
- Update and maintain HIFIS database, if applicable
- Ensure a safe environment for the individuals accessing the shelter and team members.
- All team members at The Busby Centre are responsible for working in a healthy and professional manner.
- Work in a collaborative way with other staff, volunteers and agencies providing service to participants, ensuring active communication and empathetic listening.
- Ensure that participants have completed all required paperwork and are entered quickly and efficiently into the computer database (HIFIS).
- Model and actively promote a positive environment, where every individual is treated with courtesy, respect, and compassion. We strive to maintain a firm, but fair atmosphere.
- Ensure that records including case notes and communication log are maintained, reflecting accurate, concise, and relevant record keeping to promote effective communication between staff and enhance service goals.
- Use de-escalation and life saving skills when required.
- Staff members shall maintain professional boundaries and not have personal relationships with participants or exchange personal information.



- Participate in a shift change briefing at the beginning/end of shifts.
- Wear job appropriate clothing, as per the organizational interim dress code.
- Review and update the activities logbook at the end of each shift.
- Complete other duties as assigned.

## QUALIFICATIONS

- Related post-secondary education required.
- Must have exemplary communication, critical thinking, and crisis management skills.
- Understanding of human interactions usually attained by life experience and/or by related education.
- Ability to relate and interact well with individuals including participants and co-workers.
- Intermediate knowledge of Microsoft Office programs
- Aptitude for accurate and efficient computer data entry. Knowledge of Homeless Individuals Families Information System (HIFIS4) database considered an asset but not required.
- Strong attention to detail and organization skills
- Experience of homelessness or relating with people experiencing homelessness, addictions, and/or mental health related issues
- Ability to work effectively with people of various abilities, life situations and cultural backgrounds.
- Busby Centre is open and inviting to qualified candidates with lived experience.
- ASIST, NVCI, First Aid CPR, and other related trainings considered an asset.

## WORKING CONDITIONS

Front-line staff can be exposed to emotionally disturbing events, such as medical distress or working with individuals with compromised mental health. Staff could be working in high-stress situations, which may include emergency response where resiliency, stress tolerance and the ability to maintain composure, remain calm and focused is imperative. Staff will be working with, and encountering, participants who may be under the influence of substances, and/or experiencing symptoms of mental illness should be expected.

**Job Types:** Part-time, Full-time, various, including weekdays, weeknights, weekends, and holidays.

**Starting salary:** \$19.50/hour, negotiable depending on experience.

## TO APPLY:

- Please visit [indeed.ca](https://indeed.ca) to apply or email your cover letter, resume and references to [careers@busbycentre.ca](mailto:careers@busbycentre.ca)